

Low Income Housing Tax Credit Compliance Portals Frequently Asked Questions (FAQs)

Q1. How do I receive my login credentials if I had access to the old MITAS system?

A1. If you previously had access to the old MITAS system, a new account has most likely been created for you on the updated platform (IF you are a primary contact person).

Please check internally to confirm who was listed as the (Primary) contact person on the last Owner Certification (Owner Portal) or Annual Checklist (Property Portal). Their account would have been created first, and they would have received a user agreement via email with subject line “Secure Document Request for XXX Company (#####)”.

If you're still unsure or cannot identify the designated contact, please click on the link present at the bottom of the portal [Send an Email to Helpdesk](#)

Q2. How do I know my password or reset my password?

A2. On the login page, enter your email address and click “Forgot Password.” You will receive an email (if your account with that email is in the system) with temporary password. Be sure to use temporary password and then set your permanent password for future use.

Q3. How do I add additional users to the portal?

A3. If you are an admin user, you have permission to add other users. Refer to the relevant guides below for step-by-step instructions:

- o [Owner Portal User Guide](#)
- o [Property Portal User Guide](#)

Q4. Why is the transaction “not processed” or date entered showing as 12/31/9999?

A4. This typically means the tenant certification is marked as “Not Processed,” indicating the submission was not completed. This can happen if the user navigates away from the process before clicking “Submit.”

To resolve this:

- *Use the Change Certification or Delete Certification options in the left-hand menu to correct or remove incomplete records.*
- *If the issue persists, please contact the Help Desk for support.*

Q5. Whom should I contact for portal-related issues such as password reset, account lockout, or technical glitches?

A5. Click on the link Send an Email to Helpdesk from the Owner or Property portal

OR please send an email to the IT Help Desk at ITHelpDesk@njhmfa.gov with subject "NJHMFA Owner Portal - Helpdesk Ticket" for Owner Portal OR "NJHMFA Property Portal - Helpdesk Ticket" for Property Portal. Explain the issue in detail. If possible, attach screen shots showing the error.

Q6. How should I resolve "Invalid Rent" or "Invalid Subsidy" errors?

A6. Rent of 0.0 is not allowed for HUD Reporting purposes. If you have an instance where the tenant pays no rent, enter 0.01. NAHMA uploads do not have this issue.

Q7. What do you do if your properties are not listed?

A7. There is a red link at the bottom of the portal titled "Compliance forms and documents." Find the Tax Credit Analyst Assignment list and contact them.

Q8. Where would we be responding to Audits or Building Status Reports, or would this be done under the Property Manager Portal?

A8. Property Manager Portal.

Q9. How long are documents accessible within the portal?

A9. Once you upload them, they remain there.

Q10. How many users can be added?

A10. There is no limit.

Q11. While completing a Move-In, I accidentally selected Initial Certification. How can I change it to "Move-in"?

A11. You can click "Delete Certification" on the Property Manager Portal and fix the transaction.

Q12. Are Initial Certifications (IC) considered same as a Move-In for new tax credits?

A12. You should be using the Move-In transaction for move-ins except for existing residents who qualify in an acquisition rehab; in this case, they can use Initial Certification.

Q13. Which website will the presentation be on?

A13. <https://www.nj.gov/dca/hmfa/developers/lihtc/complianceportals/>

Q14. Do we still upload the documents through Leap File, or should all documents (such as the Annual Checklist, Owner's Certification, etc.) be uploaded in MITAS?

A14. Mitas portal should be used to submit all documents including annual compliance submissions, corrections, etc. beginning with year 2024.